

ROUTING ON EMPIRICAL DATA (RED) PROJECT

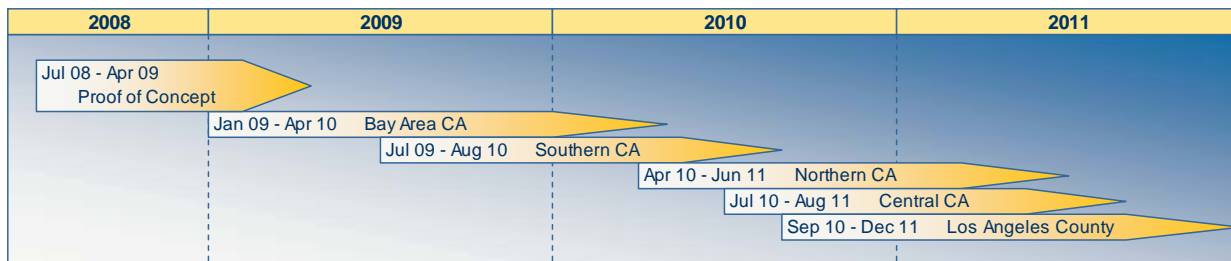
Description:

The Routing on Empirical Data (RED) Project utilized the analysis of historical empirical call data by cell sector to determine the most efficient delivery of wireless 9-1-1 calls.

Background:

In 2007, the CA 9-1-1 Division identified that 42.4% of the 11.6 million wireless 9-1-1 calls made in California received busy signals or failed to go through the system.

Timeline:



Project Goal:

Enhance the efficiency of routing wireless 9-1-1 calls to shorten emergency response time and improve the delivery of wireless 9-1-1 calls. Shaving time...saving lives!

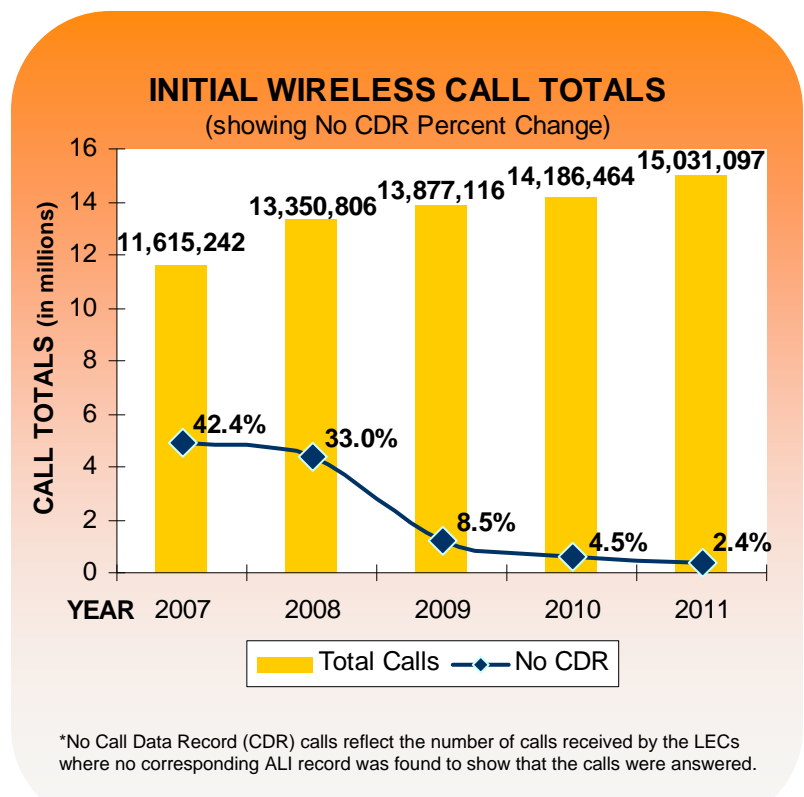
Key Information:

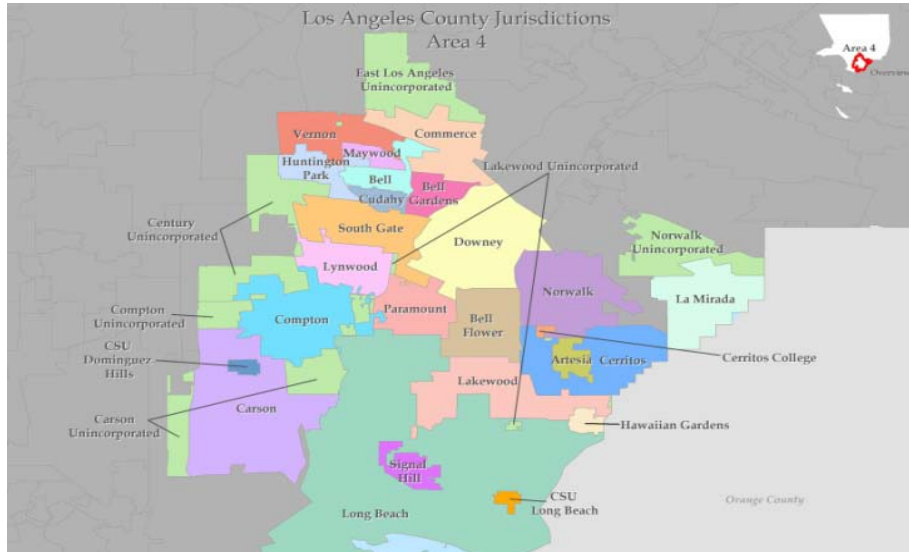
In 2011, the number of initial wireless 9-1-1 calls receiving a busy signal or failing to be delivered to Public Safety Answering Points (PSAPs) for various reasons decreased from 4.9 million or 42.4% in 2007 to 356 thousand or 2.4% in 2011.

The total number of initial wireless 9-1-1 calls went from 11.6 million in 2007 to 15.0 million in 2011.

The project has assisted the California Highway Patrol (CHP) in increasing their call taking ability from 3.5 million calls in 2007 to 7.1 million calls in 2011 by reducing call transfers and sending more wireless 9-1-1 calls directly to the appropriate local PSAPs.

In 2007, local PSAPs processed 3.1 million initial wireless 9-1-1 calls and have now more than double their call volume to 7.6 million in 2011.





The RED Project utilized a proprietary collaborative web based system to display data pertinent to the stakeholder decision-making process. Via this interface, stakeholders were presented with current jurisdictional boundaries for verification and approval. The use of satellite imagery to display call origination allowed stakeholders to visually analyze and interpret historical empirical call data when making their 9-1-1 call routing decisions.

